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## **County Eligibility Worker Quick Reference Guide**

## Welcome to Health-e-App!

As a County Eligibility Worker, you now have a faster and more efficient way to enroll California's children in the Healthy Families program. This reference guide will help get you started using the Health-e-App. It includes

- Contact Information and Important Web sites
- Required Hardware and Software
- Logging into Health-e-App
- Entering Application Information
- Submitting the Application
- Faxing a Complete Health-e-App

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## Contact Information

For technical assistance with Health-e-App:

HeA Help Desk  
(866) 861-3443, 8am-8pm PT

For technical assistance using a signature pad:

[support@topazsystems.com](mailto:support@topazsystems.com)  
(805) 520-8286, 9am-4pm PT  
<http://www.topazsystems.com>

For answers to Healthy Families policy questions:

Healthy Families hotline  
(800) 880-5305

For information about Health-e-App or to report problems with the application:

Manuel Urbina  
Department of Health Services  
[HeA@dhs.ca.gov](mailto:HeA@dhs.ca.gov)  
(916) 657-2767

## Important Web Sites

To access Health-e-App:

<https://www.healtheapp.net>

To access EW HeA resources and updated contact information:

<http://www.dhs.ca.gov/health-e-app>

To access the Health-e-App informational web site:

<http://www.healtheapp.org>

To access the Healthy Families web site:

<http://www.healthyfamilies.ca.gov>

## Software and Hardware Requirements

### *Hardware*

- Computer with internet connection (recommended 56k/sec or faster)
- Printer
- Fax Machine

### *Software*

- Internet Explorer (5.5 or higher)
- Adobe Acrobat Reader

## Logging into Health-e-App

### *Setting your Password*

The first time you log in to Health-e-App, use the system-generated password given to you by the Help Desk (for superusers) or the County representative (for EWs). For security reasons, you will be prompted to change this password immediately. You must also change your password every 30 days.

Your new password must meet the following criteria:

- Password includes a symbol (such as !, @, #, &, or %)
- Password includes at least one capital letter.
- Password must be between eight and 20 characters in length.

For example, 'Jsmith21\*' meets all password requirements. The new password must also be different from your previous twelve password selections.

### *Creating Accounts*

**Superusers:** To set up EW accounts, select the **Create EW Accounts** in the *Administrator Preferences* menu and click the **Next** button. Enter each EW's name and assign them a number, then print out the login instructions (with the EW's password).

You must print out the login Instructions at this time to obtain the EW's password. If the login instructions do not print, have the EW call the Help Desk at (866) 861-3443 to have the password reset.

If you are the County superuser and an EW, create an EW account for yourself as well. When you login to Health-e-App to submit an application, use your EW number.

Before you access the online application, set your user profile.

### *Accessing the Health-e-App*

**HINT:** Bookmark the HeA site <https://www.healthapp.net> in your browser for quick access to the application. Always type in the full web address as it appears here.

## Entering Application Information

**NOTE:** On the first screen, choose *all* situations that apply to the applicant.

If you have questions about how to enter applicant information for Healthy Families, please refer to the Healthy Families handbook or call the Health-e-App Help Desk. The Healthy Families handbook is available online at <http://www.healthyfamilies.ca.gov>.

### ***Provider Information***

If an applicant's preferred provider is not listed, you may select the option to not choose a provider before submitting the application. The applicant can change the provider by calling the Health Plan immediately upon receiving his/her letter of acceptance. **NOTE:** Applicants can change providers once a month.

### ***Healthy Families Payment Information***

If the applicant writes a check to pay the premium, enclose a copy of that check with the supporting documentation if you can. Then have the applicant mail the check as soon as possible. If the applicant would like to pay through Rite Aid, print out the Rite Aid receipt for the applicant to take.

## **Submitting the Application**

### ***Application Summary Page***

Always print the Application Summary that appears after you Submit the application. This is the applicant's copy. Once you leave the **Application Summary** screen, you cannot return to it.

### ***Making changes to application information***

If you need to change any information you entered into the online application after submitting it, **do not resubmit** another Health-e-App with the updated information. If a client's information changes after you submit the application, send the updated information directly to Healthy Families or have the applicant wait for the call back.

If you know that an applicant needs to provide you with additional or updated information, **Suspend the application instead of submitting it.** You will retain all of the information you put into the application to the point where you suspend it.

## **Faxing a Complete Health-e-App**

Once you hit the **Submit** button, the information you enter online is sent directly to SPE for determination. But just as with the paper application, you still need to submit your applicant's supporting documentation to SPE. **Without this supporting documentation, the applicant's ability to obtain benefits for themselves and their families will be delayed.** With Health-e-App, the supporting documentation is sent via fax.

1. Always have your applicant read and sign the Rights and Declarations Page that appears after the preliminary Calculate screen. (You can print out these pages or have the applicant use an electronic signature pad.)
2. Immediately after you click the **Submit** button, a HeA Fax Cover Sheet appears. **Print this Fax Cover Sheet.** The bar code at the top is what identifies the following pages as documentation that supports a specific application.

3. As soon as you **Submit** the application online, **send the HeA Fax Cover Sheet and the supporting documentation** to the dedicated Health-e-App fax line. (866) 848-4976 (This number is also printed on the Fax Cover Sheet.)

**Fax Cover Sheet Tips:**

- Always use the HeA Fax Cover Sheet provided for that specific application.
- Never use a Fax Cover Sheet that doesn't go with the supporting documentation you're sending in.
- Never use your office's Fax Cover Sheet.
- You can reprint an applicant's HeA Fax Cover Sheet from your **View Workload** if you need to fax in additional supporting documentation after the initial fax.

**Supporting Documentation Tips:**

- Use the Document Checklist on the HeA Fax Cover Sheet.
- Write the Document Control Number (DCN) on every page of the supporting documentation. (The DCN appears on the HeA Fax Cover Sheet.)
- Write the number of pages you're about to fax on the HeA Fax Cover Sheet.

***Faxing the supporting documentation***

Set your fax machine to print out a fax transmission receipt every time you send in supporting documentation for an application. The transmission receipt will tell you whether all of your applicant's supporting documentation was received by SPE. Before you submit the supporting documentation, check the number you entered on your fax machine.